

Amendment dated: December 1, 2003


Application Serial No.: 09/460,708

Attorney Docket No. 23453-012

In Response to Office Action mailed July 29, 2003

AMENDMENTS TO THE SPECIFICATION: identifying insertions and [deletions].

Please replace the paragraph beginning at page 1, line 2, with the following rewritten paragraph:

 This application claims priority from U.S. Provisional Application [Nos.] Serial No. 60/126,055, filed March 23, 1999 entitled "System and Method for Automatic Transmission of On-Line Analytical Processing System Report Output" and U.S. Provisional Application Serial No. 60/153,222, filed September 13, 1999 entitled "System and Method For the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services," and is a continuation-in-part of U.S. Patent Application Serial No. 09/343,561, entitled "System and Method for Adaptable Automatic Transmission of OLAP Reports to Output Devices," filed on June 30, 1999, now U.S. Patent No. 6,260,050, issued 10-Jul-2001. This application is also related by subject matter to the following U.S. Patent Applications: U.S. Application Serial No. 09/597,689, filed 19-Jun-2000, entitled "SYSTEM AND METHOD FOR AUTOMATIC TRANSMISSION OF PERSONALIZED OLAP REPORT OUTPUT," now U.S. Patent No. 6,269,393, issued 31-Jul-2001, which is a continuation of U.S. Application Serial No. 09/343,562, filed 30-Jun-1999, entitled "SYSTEM AND METHOD FOR AUTOMATIC TRANSMISSION OF PERSONALIZED OLAP REPORT OUTPUT," now U.S. Patent No. 6,154,766, issued 28-Nov-2000; U.S. Application Serial No. 09/345,439, filed 01-Jul-1999, entitled "SYSTEM AND METHOD FOR SUBSCRIPTION INTERFACING IN AN

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AUTOMATIC BROADCAST OLAP SYSTEM;” U.S. Application Serial No. 09/773,516, filed 02-Feb-2001, entitled “SYSTEM AND METHOD OF ADAPTING AUTOMATIC OUTPUT OF SERVICE RELATED OLAP REPORTS TO DISPARATE OUTPUT DEVICES,” which is a continuation of U.S. Application Serial No. 09/343,561, filed 30-Jun-1999, entitled “SYSTEM AND METHOD OF ADAPTING AUTOMATIC OUTPUT OF SERVICE RELATED OLAP REPORTS TO DISPARATE OUTPUT DEVICES,” now U.S. Patent No. 6,260,050, issued 10-Jul-2001; U.S. Application Serial No. 09/345,440, filed 01-Jul-1999, entitled “SYSTEM AND METHOD FOR MANAGEMENT OF AN AUTOMATIC OLAP REPORT BROADCAST SYSTEM;” U.S. Application Serial No. 09/343,563, filed 30-Jun-1999, entitled “SYSTEM AND METHOD FOR AUTOMATIC TRANSMISSION OF ON-LINE ANALYTICAL PROCESSING SYSTEM REPORT OUTPUT,” now U.S Patent No. 6,173,310, issued 09-Jan-2001; U.S. Application Serial No. 09/454,602, filed 07-Dec-1999, entitled “SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES;” U.S. Application Serial No. 10/073,331, filed 13-Feb-2002, entitled “SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH CLOSED LOOP TRANSACTION PROCESSING,” which is a continuation of U.S. Application Serial No. 09/455,525, filed 07-Dec-1999, entitled “SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH CLOSED LOOP TRANSACTION PROCESSING,” now abandoned; U.S. Application Serial No. 09/455,533, filed 07-Dec-1999, entitled SYSTEM AND METHOD FOR

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THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC
AND INTERACTIVE VOICE SERVICES WITH REAL-TIME DATABASE QUERIES;" U.S.
Application Serial No. 09/455,529, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR
THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC
AND INTERACTIVE VOICE SERVICES WITH REAL-TIME DRILLING VIA
TELEPHONE;" U.S. Application Serial No. 09/661,188, filed 13-Sep-2000, entitled "SYSTEM
AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF
PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES INCLUDING
MODULE FOR GENERATING AND FORMATTING VOICE SERVICES;" U.S. Application
Serial No. 10/072,898, filed 12-Feb-2002, entitled "SYSTEM AND METHOD FOR THE
CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND
INTERACTIVE VOICE SERVICES WITH CUSTOMIZED MESSAGE DEPENDING ON
RECIPIENT," which is a continuation of U.S. Application Serial No. 09/455,527, filed 07-Dec-
1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC
DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES
WITH CUSTOMIZED MESSAGE DEPENDING ON RECIPIENT;" U.S. Application Serial
No. 09/661,377, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR CREATING
VOICE SERVICES FOR INTERACTIVE VOICE BROADCASTING;" U.S. Application Serial
No. 09/661,375, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION
AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND
INTERACTIVE VOICE SERVICES, WITH SYSTEM AND METHOD THAT ENABLE ON-
THE-FLY CONTENT AND SPEECH GENERATION;" U.S. Application Serial No.

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09/496,357, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR PERSONALIZING INTERACTIVE VOICE BROADCASTS;" U.S. Application Serial No. 09/661,471, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES INCLUDING A MARKUP LANGUAGE FOR CREATING VOICE SERVICES;"

U.S. Application Serial No. 09/454,604, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR VOICE SERVICE BUREAU," now U.S. Patent No. 6,263,051, issued 17-Jul-2001; U.S. Application Serial No. 09/496,356, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH TELEPHONE-BASED SERVICE UTILIZATION AND CONTROL;" U.S. Application Serial No. 09/455,523, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INFORMATION RELATED TO EXISTING TRAVEL SCHEDULE;" U.S. Application Serial No. 09/454,601, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INVENTORY-RELATED INFORMATION;" U.S. Application Serial No. 09/454,597, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR CORPORATE-ANALYSIS RELATED INFORMATION;" U.S. Application Serial No. 09/455,524, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INVESTMENT-RELATED INFORMATION;" U.S. Application Serial No. 09/454,603, filed 07-Dec-1999,

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entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC,
INTERACTIVE VOICE SERVICES FOR ENTERTAINMENT-RELATED INFORMATION;"
U.S. Application Serial No. 09/455,532, filed 07-Dec-1999, entitled "SYSTEM AND METHOD
FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR
PROPERTY-RELATED INFORMATION;" U.S. Application Serial No. 09/454,599, filed 07-
Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED,
DYNAMIC, INTERACTIVE VOICE SERVICES FOR RETAIL-RELATED INFORMATION;"
U.S. Application Serial No. 09/455,530, filed 07-Dec-1999, entitled "SYSTEM AND METHOD
FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR
BOOK-RELATED INFORMATION;" U.S. Application Serial No. 09/455,526, filed 07-Dec-
1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED DYNAMIC,
INTERACTIVE VOICE SERVICES FOR TRAVEL AVAILABILITY INFORMATION;" U.S.
Application Serial No. 09/661,189, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR
VOICE-ENABLED INPUT FOR USE IN THE CREATION AND AUTOMATIC
DEPLOYMENT OF PERSONALIZED, DYNAMIC, AND INTERACTIVE VOICE
SERVICES;" U.S. Application Serial No. 09/455,534, filed 07-Dec-1999, entitled "SYSTEM
AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF
PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH
INTEGRATED IN BOUND AND OUTBOUND VOICE SERVICES;" U.S. Application Serial
No. 09/496,425, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR THE CREATION
AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND
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TO NETWORKED VOICE MESSAGING SYSTEMS;" U.S. Application Serial No.

09/454,598, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION

AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND

INTERACTIVE VOICE SERVICES, INCLUDING DEPLOYMENT THROUGH DIGITAL

SOUND FILES;" U.S. Application Serial No. 09/454,600, filed 07-Dec-1999, entitled

"SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF

PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, INCLUDING

DEPLOYMENT THROUGH PERSONALIZED BROADCASTS;" and U.S. Application Serial

No. 09/661,191, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION

AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND

INTERACTIVE VOICE SERVICES, WITH REAL-TIME INTERACTIVE VOICE

DATABASE QUERIES."

**Please replace the paragraph beginning at page 39, line 7, with the following
rewritten paragraph:**

The method continues monitoring the scheduling condition for voice services until a scheduling condition is met. When a scheduling condition is met, that voice service is executed as illustrated in, for example, step 140. The execution of a voice service involves, inter alia, generating the content for the voice service, and structuring the voice service to be telecast through a call server. The execution of a voice service is explained in detail in conjunction with Figure 1c.

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Please replace the paragraph beginning at page 47, line 1, with the following

rewritten paragraph:

03 In step [220] 240, the schedule for the service is also selected. According to one embodiment, predefined schedules for voice services may be provided or a customized schedule for the voice service may be created. If a new schedule is to be created, a module may be opened to enable the schedule name and parameters to be set. Schedules may be run on a several-minute, hourly, daily, monthly, semi-annual, annual or other bases, depending upon what frequency is desired. According to one embodiment, an interface is provided that allows the administrator to browse through existing schedules and select an appropriate one. The interface may provide a browsing window for finding existing schedule files and a "new schedule" feature which initiates the schedule generating module. In one embodiment, schedules may not be set for alert type services. However, in some embodiments, a schedule for evaluating whether alert conditions have been met may be established in a similar manner.

Please replace the paragraph beginning at page 47, line 13, with the following

rewritten paragraph:

04 In step [220] 230, the duration of the service is also set. Service duration indicates the starting and stopping dates for the service. Setting a service duration may be appropriate regardless of whether a scheduled service or alert type service has been selected. The start date is the base line for the scheduled calculation, while the end date indicates when the voice service will no longer be sent. The service may start immediately or at some later time. According to

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one embodiment, the interface is provided to allow the administrator to input start and end dates.

The interface may also allow the administrator to indicate that the service should start

immediately or run indefinitely. Various calendar features may be provided to facilitate selection

of start and stop dates. For example, a calendar that specifies a date with pull-down menus that

allow selection of a day, month and year may be provided according to known methods of

selecting dates in such programs as electronic calendar programs and scheduling programs used

in other software products. One specific aid that may be provided is to provide a calendar with a

red circle indicating the present date and a blue ellipse around the current numerical date in each

subsequent month to more easily allow the user to identify monthly intervals. Other methods

may also be used.

Please replace the paragraph beginning at page 57, line 1, with the following

rewritten paragraph:

Servers may have limited capacity to perform all of the actions required of them

simultaneously, the method of Figure [1bcomprises] 1b comprises a step for prioritizing the

execution and delivery of voice services. Prioritization may establish the order in which the

voice service system allocates resources for processing voice service and delivering the IVB.

According to one embodiment, assigning priority to a voice service establishes priority for

queries to the database system, formatting the voice service, or IVBs. Any criteria may be used

for establishing priority. According to one embodiment, priority is established based on service

content. According to another embodiment, priority is based on service destination. According

to another embodiment, priority may be established based on the type of voice service, *i.e.*, alert

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v. scheduled. Any number of procedures or criteria for denoting relative importance of service

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cont'd. delivery may be established.

Please replace the paragraph beginning at page 53, line 5, with the following

rewritten paragraph:

Q6 After a call structure is generated, in step 330, it is sent to a call database *e.g.*, call database 1811 shown in Figure [3c along] 3c along with the addresses and style properties of the users. The style properties govern the behavior of a call server 18 in various aspects of the dialog with a user. Call server 18 queries call database 1811 for current call requests and places new call requests in its queue.

Please replace the paragraph beginning at page 54, line 16, with the following

rewritten paragraph:

Q7 Fig. [3] 3a depicts an embodiment of a system according to one embodiment of the present invention. Preferably, the system comprises database system 12, a DSS server 14, voice server 16, a call server 18, subscription interface 20, and other out input/files 24.

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**Please replace the paragraph beginning at page 63, line 20, with the following
rewritten paragraph:**

Q8
Call server 18 also comprises certain hardware components 182. As shown in Figure [1c]
3c, hardware components 182 comprise processor 1821 and computer telephone module 1822.
According to one embodiment, processor 1821 comprises a Pentium II processor, available from
Intel, Inc. Module 1822 provides voice synthesis functionality that is used in conjunction with
Text to Speech engine 1814 to communicate the content of voice services to a user. Module
1822 preferably comprises voice boards available from Dialogic, Inc. Other processors and
synthesizers meeting system requirements may be used.

**Please replace the paragraph beginning at page 64, line 8, with the following
rewritten paragraph:**

Q9
According to one embodiment of the present invention, a system and method that enable
closed-loop transaction processing are provided. The method begins with the deployment of an
IVB by executing a service. As detailed above, this includes generating the content and
combining this with personalization information to create an active voice page. Call server 18
places a call to the user. During the call, information is delivered to the user through a voice-
enabled terminal device (e.g., a telephone or cellular phone). Phone lines 183 may be used for
communication purposes.

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**Please replace the paragraph beginning at page 73, line 16, with the following
rewritten paragraph:**

MO A block diagram of one embodiment of primary voice bureau 92 is shown in Figure 6b. According to this embodiment, primary voice bureau comprises routers 921, dual-homed servers 922, database servers 923, call database 924, backup storage 925, call servers 926, internal switch 927, and system administrator [928] 93. Routers 921 receive call requests via a computer network and pass them along to one of the two dual-homed servers 922. Router 921 monitors activity on servers 922 and forwards call requests to one of the two depending on availability.

**Please replace the paragraph beginning at page 76, line 10, with the following
rewritten paragraph:**

MI Backup voice service bureau 94 receives a redundant request for voice services. Backup voice service bureau 94 processes the requests only when primary voice service bureau is offline or busy. One embodiment of backup voice service bureau 94 is shown in Figure 6c. Backup voice bureau 94 comprises routers 941, HTTP server 942, database server 943, call server 946 and routers 947. Each of these components performs a function identical to the corresponding element in primary voice bureau 92. Router 947 replaces switch 927. Communication lines 949 may replace phone lines 929. Router 947 controls the forwarding of call requests to database server 943 for queuing in an internal database, and the forwarding of call requests to call server 946 from database server 943.